

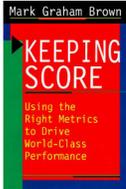
IF ALL THE DELAWARE LIBRARY COMMUNITY Read the Same Book...

QUALITY

POPULAR



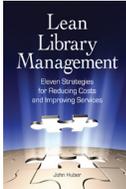
**Be Our Guest:
Perfecting the Art
of Customer Service**
Disney Institute



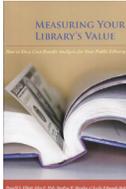
Keeping Score
Mark Graham Brown



**Beyond The
Balanced Scorecard**
Mark Graham Brown



**Lean
Library
Management**
John Huber



**Measuring Your
Library's Value**
Donald S. Elliott, Glen E. Holt, Sterling W. Hayden & Leslie Edmunds Holt

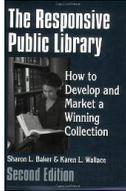
SERVICE



**Environmental
Scan, Perception
Study**
OCLC



Perceptions of Libraries, 2010
OCLC



**The Responsive
Public Library**
Sharon L. Baker & Karen L. Wallace

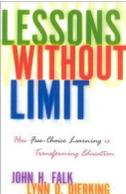
**The Responsive Public
Library: How to Develop
and Market a Winning
Collection**
R. David Lankes



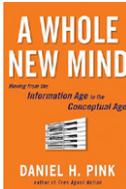
LEARNING



**Geek the Library:
A Community
Awareness
Campaign**
OCLC

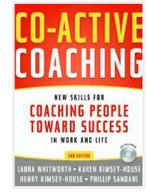


**Lessons Without
Limit**
John H. Falk & Lynn D. Dierking



**A Whole
New Mind**
Daniel H. Pink

**A Whole New Mind:
Moving from the
Information Age to
the Conceptual Age**
Daniel H. Pink



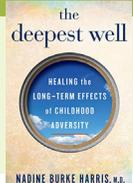
Co-Active Coaching
Laura Whitworth, Karen Kimsey-House, Henry Kimsey-House, Phillip Sandahl

POPULAR



**The Dream
Manager**
Matthew Kelly

NEW! 2018



The Deepest Well
Nadine Burke Harris, M.D.

NEW! 2019



**Palaces for
the People**
Eric Klinenberg